



Job Description

Title: **Network Administrator**
Department: **Administration**
FLSA Status: **Exempt**
Salary: **\$60k - \$85k/annually DOQ**

GENERAL PURPOSE

The Network Administrator performs operational activities necessary to enable and/or maintain the intended use of information technology (IT) services and infrastructure. This includes the management and control of all the production components of the IT infrastructure and the interactions between production components. This position also maintains an in-depth pool of technical advice and expertise to provide information, guidance, and resources for the support and maintenance of all aspects of the IT infrastructure. The Network Administrator will oversee Security Management activities that protect the confidentiality, integrity, and availability of the city's information and information systems. Performs Deployment activities of implementation and rolling out IT solutions as designed and planned, with minimum disruption to the operations of the business processes, including the planning and coordination activities required to take a change through build, testing, and user acceptance and into the production environment. The position directs and supervises the work of network technicians, analysts, and other computer support staff, and the Network Administrator leads the staff in projects and tasks on a daily basis.

SUPERVISION RECEIVED

The Network Administrator position reports directly to the City Manager.

SUPERVISION EXERCISED

None generally; May exercise technical direction or supervision over staff as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Designs and coordinates the IT architecture and produces and maintains all IT design, architectural, and specification documentation;
- Supports the development, testing, and acceptance of the IT solution;
- Design, document, test, create, or modify the City's computer programs related to machine operating systems;
- Effectively performs the role of Operations Analyst – Providing daily control of the IT production infrastructure, including system, network, and security administration;
- Effectively performs the Storage and Backup Management role by monitoring information storage systems, schedules and tests, including all backup and recovery tasks;
- Actively performs the Database Administrator role of assigned operational data-bases;
- Readily assists in Technical Planner role by being involved in the research, development and planning of new IT infrastructure;
- Actively works in the Technical Support Analyst/Team Member role by accepting responsibility of the Validation, building, and testing of IT solutions; analyzing IT infrastructure technical issues; and supporting the design, planning, building and testing of new IT solutions;
- Actively works in the Problem Support Staff role by identifying and investigating problems and submit requests for change (RFCs) to correct the Problems;

- Actively assists the Security Manager in managing the security of the systems and services provided by the IT department;
- Demonstrates the necessary knowledge of legal and regulatory requirements;
- Demonstrates the necessary knowledge of security requirements in Service Level Agreements;
- Readily assists in the development and enforcement of security policies and procedures;
- Actively assists in coordinating deployment activities with the business units and ensuring that deployment projects meet their acceptance criteria;
- Actively works as a Deployment Analyst/Team Member and supports the development, testing, and acceptance of the IT solution;
- Serves as the technical lead and first point of escalation for technical issues;
- Performs additional job-related duties, within reason and capabilities, as directed;

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- Four years of increasing responsible professional experience with small to medium sized organizations in the operation and maintenance of computer hardware and software systems, the development and analysis of information systems and applications; two years minimum experience in the telecommunications area; 1 to 3 years' experience in Web-based graphic design or web interface design; experience with audio/visual demonstration technologies is highly desirable.

License or Certificate:

- Possession of Microsoft certifications is highly desirable.
- Possession of or ability to obtain an appropriate, valid Texas driver's license.

Necessary Knowledge, Skills and Abilities:

Knowledge of:

- Contemporary information systems environments, hardware platforms and operating system including but not limited to Windows 7, Windows 10, Windows Server 2003, Windows Server 2008, Citrix XenApp Server, Citrix Xen, Linux, and associated platforms such as Microsoft Exchange, Microsoft SQL, and Unified Messaging and their successors or substitutes;
- Network topologies and protocols including LAN/WAN, TCP/IP, DNS, DHCP;
- PC/Server hardware and software troubleshooting techniques;
- Help desk support;
- Virtual server environments;
- Firewall administration;
- HTML, VB Scripting, Active Directory Administration, MS Server 2003, 2008, 2012;
- Microsoft Office products, particularly Word and Excel
- Microsoft Office 365
- Cross-platform computer solutions and software and hardware connectivity issues
- Excellent customer service skills

Skilled in:

- Troubleshooting (PC, server and network)
- Problem solving, analytical and critical decision making
- Customer service

Ability to:

- Work flexible hours.

- Provide excellent customer service;
- Write program documentation including user procedures and instructions for computer hardware systems and software applications;
- Effectively apply technical knowledge of automated systems, hardware, and software in the support of end users;
- Maintain network cabling and connections;
- Maintain work effectiveness and meet deadlines with frequent changes in workload and priority assignments;
- Supervise, train and evaluate assigned personnel;
- Operate small hand and power tools;
- Communicate clearly and concisely, both orally and in writing;
- Appear for work on time;
- Follow directions from a supervisor;
- Understand and follow posted work rules and procedures;
- Accept constructive criticism; and
- Establish and maintain cooperative working relationship with those contacted in the course of work.
- This position may be required to work overtime hours as needed.

SPECIAL REQUIREMENTS

Must be bondable;

Valid State Driver's License or ability to obtain one

TOOLS AND EQUIPMENT USED

Personal computers, servers, KVM switches, routers, and numerous administrative and management interfaces, typically using a keyboard and mouse. Microsoft Office, Internet technologies, court, financial and data base software; 10-key calculator; phone; copy machine; fax machine; and audio/visual systems.

PHYSICAL DEMANDS

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is required to frequently stand, reach, lean, twist, grasp, lift and carry, push, pull, bend and kneel, and sit for prolonged periods of time;
- The employee must occasionally lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

ACKNOWLEDGEMENT

By signing below you understand the requirements, essential duties and responsibilities, of the position. You also understand this job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change. All employees of the City of Bee Cave are employed at-will, unless they have a contract approved by the City Council.

Employee Signature

Date

Supervisor Signature

Date